



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

INFORMATIONAL LETTER NO.1369

DATE: March 14, 2014

TO: Iowa Medicaid Providers (Excluding Individual Consumer Directed Attendant Care)

FROM: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: Submission of Approved Exception to Policy (ETP) Requests

EFFECTIVE: Immediately

This letter is intended to clarify the electronic and paper claim submission process for approved ETP requests.

Electronic Claims:

When completing the [Claim Attachment Control](#)¹, enter the ETP number in the **Attachment Control Number (ACN)** field. The ETP number is located near the top of the ETP letter from the Department of Human Services (DHS). When completing the ACN field, the ETP number must be preceded with the letters "ETP."

- If using PC-ACE Pro 32 the ACN box is located on the ***Institutional claim*** on the *Extended General tab*. Enter the ETP number in the box marked 'Attachment Control Number'.
- If using the Professional claim use the EXT Pat/Gen (2) tab. Enter the ETP number in the box marked 'Attachment Control Number'.
- **Example:** 13-E1234 would be entered as **ETP13-E1234**. Failure to enter this number exactly may result in claim denial. (*The ACN field is loop 2300 segment PWK05-06.*).
- Use the drop down boxes to complete both the **Type** and **Trans** boxes.
 - **TYPE:** "Operative Note" or OZ
 - **TRANS:** "File Transfer" or FT

If the approved ETP letter states that additional attachments are required they will be itemized in the letter. The Claim Attachment Control form along with these attachments must be faxed to 515-725-1318. The faxed documentation must include:

- A fax cover sheet.
- The first page of documentation after the fax cover sheet must be the [Claim Attachment Control](#) form.
- The ACN must include the letters "ETP" plus the ETP number. The ACN number on the claim should match the ACN that was entered on the Claim Attachment Control form.

¹ <http://www.dhs.state.ia.us/uploads/470-3969.pdf>

Failure to follow these directions will result in the claim denying for lack of required documentation. If any of the required attachments cannot be faxed, the ETP will have to be submitted on paper.

Paper Claims

When the approved ETP claim is submitted on paper, a copy of the approval letter along with any required attachments or documentation, as well as the completed claim form, must be submitted to the following address:

**Iowa Medicaid Exception Processing
PO Box 36506
Des Moines, IA 50315**

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, locally in Des Moines at 515-256-4609 or by email at imeproviderservices@dhs.state.ia.us.